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**ACCENTURE CHICAGO 28164
BRINKS HOFER GILSON & LIONE
P O BOX 10395
CHICAGO IL 60610**

Patent No. : 7,353,182 B1
Inventor(s) : Jean L. Missinhoun
Issued : April 1, 2008
For **SYSTEM AND METHOD FOR
PROVIDING A MULTI-CHANNEL
CUSTOMER INTERACTION CENTER**
Doc. No. **10022/225**

To Whom It May Concern:

The Certificate of Correction issued on March 24, 2009, issued in error, in that error(s) was made in identifying the patent number and/or keying text/corrections, i.e.:

Applicant submitted corrections on 1050 in claim and line number format. The cofc was issued in that format. The applicant notated that the error is in Columns 17-18, Claim 6, line 20, but the correction should be properly labeled under --Column 18, Claim 6, line 1--. Attorney submitted the 1050 form in improper format. A new certificate of correction will be issued listing the proper format Column and line number.

Therefore, a certificate of correction will be issued to correct (supersede) the Certificate of Correction containing error(s), made during preparation of the Certificate of Correction, as noted above.

No further response is required, from applicants (attorney). However, errors discovered by attorney, other than as noted and described above, should be noted on a *copy* of the Certificate of Correction that was issued in error, accompanied by a signed transmittal letter and submitted directed to this Branch.

Antonio Johnson
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